

# Upload Files for Utilization and Compliance Reviews

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## Description

Providers are required to submit member records and other documents requested by Alliant/GMCF for Utilization and Compliance Reviews (UCR). Providers may submit this information by uploading the records/documentation via the Georgia Web Portal/*Provider Workspace*. When a provider logs into the portal, the provider ID from the web portal session is validated against existing UCR reviews to ensure that there is a current review associated with the Provider ID, and the review has not 'officially' started.

As with other file uploads/attachments via the *Provider Workspace*, the following general attachment rules apply:

- Files up to 20 MB may be attached. If the file is very large, the file may need to be split.
- The following file types may be attached: TXT, DOC, DOCX, PDF, TIF, TIFF, EXCEL, JPG, JPEG, and JPE. When possible, it is recommended to attach PDF files.
- Do not include the following symbols in the file name: / \ # < > ' " .
- Do not include periods in the file name, except before the file type (as in .PDF).
- Multiple files may be attached but each file must be attached separately.
- If more than one file is attached to the same review or member, the file names must be different. Also, each file attached to a member should only include information for that specific member.

## IMPORTANT NOTES:

- Use Internet Explorer as your web browser. **Do not use Google Chrome.** At this time, Google Chrome is not compatible with the attachment process.
- If you have questions about the upload process, please send your question via 'Contact Us' on the portal/*Provider Workspace*. Select the 'Contact For' type – [Utilization and Compliance Review Audit](#).

## Instructions

1. Log into the portal.
2. On the *Secure Home* page, click the **Prior Authorization** tab and then click **Provider Workspace**.
3. On Workspace page, under **Upload Documents and Submission of non-PA Files**, click the **Utilization and Compliance Review** link to open the attachment page.

### Upload Documents and Submissions of non-PA Files

[Retrospective Reviews](#) - Use this link to submit information related to Retrospective Reviews.

[Requested HEDIS Records](#) - Click 'Attach' link to submit HEDIS Hybrid Measure records requested by Alliant | GMCF. [Attach...](#)

[Requested SURS Records](#) - Click 'Attach' link to submit SURS records requested by Alliant | GMCF. [Attach...](#)

[Utilization and Compliance Review](#) - Use this link to submit information related to utilization and compliance reviews.

Figure 1

4. The attachment page opens and contains a list all the members selected for review with claims associated with the provider's ID.

## Attach Documentation to MedGuard Review

Providers may submit medical records and other documentation requested by electronically attaching the documents to the member or to the review if the Utilization and Compliance Review currently exists in the MedGuard Review System. Attachments are not allowed if the review is completed. Member record attachments are not allowed after the Last Day to Attach date.

To attach documents to a member, first select the member ID and then use Create An Attachment to attach a file or files. Records attached to a member should ONLY relate to that one Member. To attach other documents (not member records) to the Review, do not select a member. First, select an attachment category and then attach the document. For all attachments, the following symbols should not be included as part of the document name: \, /, #, <, >, ", '.

**MedGuard Provider Information**

Provider Id : 000000001A    Review Number: 000000001A\_01\_2013

Member ID	Last Name	First Name	DOB	Last Day to Attach File
			3/31/2010 12:00:00 AM	06/27/2014
			12/20/1990 12:00:00 AM	06/27/2014
			8/21/1923 12:00:00 AM	06/27/2014
			1/2/1998 12:00:00 AM	06/27/2014
			10/2/1946 12:00:00 AM	06/27/2014
			10/8/2004 12:00:00 AM	06/27/2014
			8/30/2008 12:00:00 AM	06/27/2014
			2/23/1988 12:00:00 AM	06/27/2014
			3/1/1936 12:00:00 AM	06/27/2014
			8/16/2001 12:00:00 AM	06/27/2014
			11/13/1992 12:00:00 AM	06/27/2014
			10/23/2008 12:00:00 AM	06/27/2014
			6/2/1951 12:00:00 AM	06/27/2014
			4/24/1979 12:00:00 AM	06/27/2014
			9/30/1998 12:00:00 AM	

1 2

**Create an Attachment**

If you want to attach a document to this Request, click on "Browse...", select a document and then, click on "Attach File".

Select Category of file to be attached :

Figure 2

- The member list also shows (in red) the 'Last Day to Attach File'. **This is the last day that a member record can be attached via the portal upload process.**

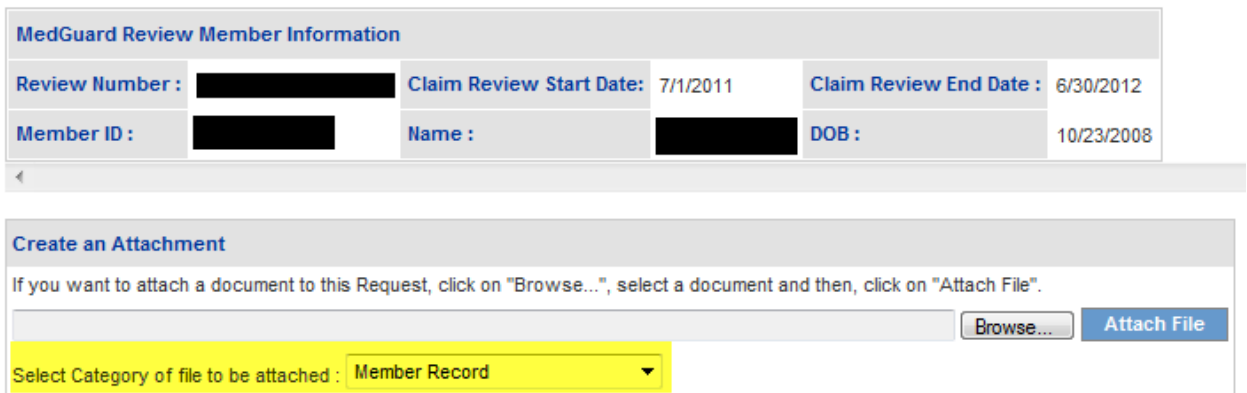
**NOTE:** If the last day to attach has expired or the last date to attach is missing, it means member record attachments are not allowed for that member. (Other documents may still be attached to the review as a whole. Refer to [Upload a Document to the Review](#) on page 5).

## Upload a Member Record:

Each member record is uploaded to a specific member.

Follow these steps to attach a member record to a member associated with the review:

1. First, select the member by clicking the member's Medicaid ID (underlined in blue).
2. Once selected, the member's information displays below the member list. Check to be sure that the correct member was selected.
3. Also, when the member is selected, the system defaults the category of attachment to *Member Record* (see screen shot below, highlighted in yellow). The **only attachment type applicable for a member is a member record**.



The screenshot shows two sections of a web application. The top section, titled "MedGuard Review Member Information", contains a table with member details: Review Number, Claim Review Start Date (7/1/2011), Claim Review End Date (6/30/2012), Member ID, Name, and DOB (10/23/2008). The bottom section, titled "Create an Attachment", includes instructions on how to attach a document and a "Browse..." button. Below this, a dropdown menu labeled "Select Category of file to be attached:" has "Member Record" selected, which is highlighted with a yellow background.

Figure 3

4. Next, under **Create an Attachment**, click **Browse** to find the member record file in your file directory.
5. Once the file is found, select and open the file. The file name will appear in the **Select File** box.

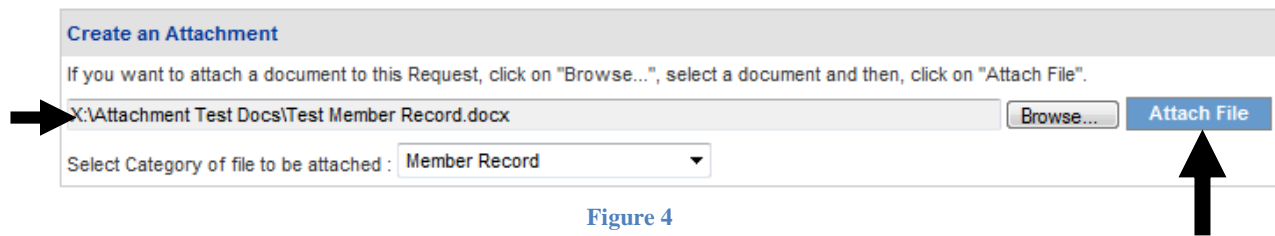


Figure 4

6. Click **Attach File**. The member record is attached and displays in the **Attached Files** table.
7. To attach another file for the same member, click **Browse** again and follow the same process.
8. To attach a member record for a different member, select a different Medicaid ID and follow the same attachment process.

## Upload a Document to the Review:

Non-Member records are attached to the review as a whole. The 'Last Day to Attach' **does not apply to non-member records**.

Follow these steps to attach documents (excluding member records) to a review:

1. **Do not select** a Member Medicaid ID number. Instead, go to the bottom of the page and select the category of attachment from the category drop list.

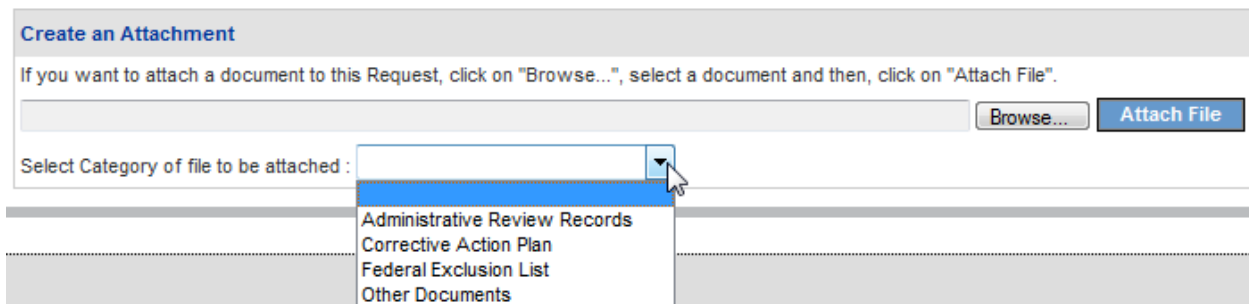
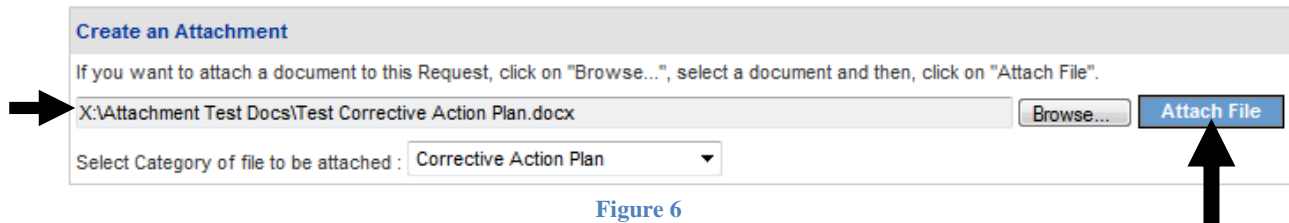


Figure 5

2. Next, under **Create an Attachment**, click **Browse** to find the file in the directory.
3. Select and open the file.
4. The file name will appear in the **Select File** box.



5. Click **Attach File**. The document is attached and displays in the **Attached Files** table.

Attached Files			
File	Document Name	User	Date
<a href="#">01_2013-Test Corrective Action Plan.docx</a>	Test Corrective Action Plan.docx		3/31/2014 1:53:21 PM
<a href="#">01_2013-Doc46 78.txt</a>	Doc46 78.txt		3/28/2014 6:00:42 PM
<a href="#">01_2013-Build233Issues.docx</a>	Build233Issues.docx		3/28/2014 3:09:22 PM

Figure 7

6. To attach another file for the same attachment category, click **Browse** again and follow the same process.
7. To attach a file for a different attachment category, select a different attachment type and then attach the file.